



# County of San Diego

## DEVELOPER DEPOSIT CUSTOMER SERVICE UNIT

5201 RUFFIN ROAD, SUITE B  
SAN DIEGO, CALIFORNIA 92123-1666  
858-694-2320 Phone

## DEVELOPER DEPOSIT CUSTOMER SERVICE UNIT FREQUENTLY ASKED QUESTIONS

Q. *What is the Developer Deposits Customer Service Unit?*

A. The Developer Deposits Customer Service Unit is part of the DPLU Support Services Division, that provides cashiering and KIVA administration services to DPLU, DPW, DEH and Parks & Recreation. The Unit manages the Developer Deposit Trust Fund, where customers place deposits for projects that County staff is reviewing. County employees charge their time in KRONOS (County's timekeeping system) against these deposits, and the departments are reimbursed for staff costs. Customers receive statements which itemize their deposits, charges, and any balances due. The total amount that is currently in the Developer Deposit Trust Fund is approximately \$50 million.

Q. *Who can I call if I have questions regarding my developer deposits?*

A. You can call the Developer Deposit Customer Service Line at (858) 694-2320 or send your questions via e-mail to:

[DeveloperDeposits\\_CustomerService@sdcounty.ca.gov](mailto:DeveloperDeposits_CustomerService@sdcounty.ca.gov)

Please include your customer name, customer number, and project reference number with your request.

Q. *I recently moved, how do I change my address on the developer deposit statement?*

A. Complete and sign the Developer Deposit Customer Change of Address Request Form, and submit it to the Developer Deposit Customer Service Unit.

The Change of Address Request Form can be printed off the County of San Diego Department of Planning and Land Use website:

<http://www.sdcounty.ca.gov/dplu/regulatory/DD/developerdeposits.html>

or the form is available at the Kearny Mesa DPLU Office (address listed below).

**Developer Deposits Customer Service Unit**  
**Frequently Asked Questions**  
**Page 2 of 3**

Q. *I recently sold or transferred an on-going project to another person/company. How do I transfer the project to the new financial responsible person(s)?*

A. The current and new financial responsibility person or entity must complete the Developer Deposit Change of Financial Responsibility Form. The new financial responsible person or entity must also complete a Discretionary Project Application Form (DPLU # 346), and deposit \$500 to open each new Developer Deposit Account.

The Developer Deposit Change of Financial Responsibility Form can be printed off the County of San Diego Department of Planning and Land Use website:

<http://www.sdcounty.ca.gov/dplu/regulatory/DD/developerdeposits.html>

or the form is available at the Kearny Mesa DPLU Office, 5201 Ruffin Road, Suite B, San Diego, California 92123-1666.

Q. *How do I know how much money is left on my account?*

B. A statement is mailed monthly to all developer deposit owners. The statement itemizes the month's expenditures that are charged against this account. If you need up-to-date balances, please call the Developer Deposit Customer Service Unit at 858-694-2320 or send an e-mail request to:

[DeveloperDeposits\\_CustomerService@sdcounty.ca.gov](mailto:DeveloperDeposits_CustomerService@sdcounty.ca.gov)

Please include your customer name, customer number, and project reference number with your request.

Q. *How do I request for a refund of the balance of my developer deposit account?*

A. The Financial Responsible customer must complete and sign the Refund Request Form, indicating the request of the remaining balance on account, net of all expenditures related to the project. Submit the signed original form to the Developer Deposit Customer Service Unit.

The Refund Request Form can be printed off the County of San Diego Department of Planning and Land Use website:

<http://www.sdcounty.ca.gov/dplu/regulatory/DD/developerdeposits.html>

**Developer Deposits Customer Service Unit**  
**Frequently Asked Questions**  
**Page 3 of 3**

or the form is available at the Kearny Mesa DPLU Office, 5201 Ruffin Road, Suite B, San Diego, California 92123-1666.

Q. *Can I transfer funds from one account to another?*

A. Yes. Complete and submit a Developer Deposit Funds Transfer Request Form, which is available at the DPLU Kearny Mesa office or on the DPLU website.

<http://www.sdcountry.ca.gov/dplu/regulatory/DD/developerdeposits.html>

Q. *Where can I pay for my Developer Deposits?*

A. Developer Deposits can be paid by mail or in person at the following location:

**Kearny Mesa Office**

Address:	5201 Ruffin Road, Suite B, San Diego, CA. 92123
Phone #:	(858) 565-5920 (Information Line)
Hours:	Monday thru Friday: 8:00 am to 4:00 pm
Permits Processed:	All